

Exhibit 3

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PITTSBURGH State PA ZIP 15219

Internal Billing Reference
characters will appear on invoice.

3832-016581

OPTIONAL

Client's Name: Dane A. Shrawlow Phone (440) 395-0240

ATTN: Progressive Insurance company

ESS Law Dept.

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Senders Copy

4a Express Package Service

Packages up to 150 lbs.

Delivery commitment may be later in some areas.

☐ FedEx Priority Overnight
Next business morning☒ FedEx Standard Overnight
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Earliest next business morning
delivery to select locations☐ FedEx 2Day®
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Minimum charge: One-pound rate

4b Express Freight Service

Packages over 150 lbs.

Delivery commitment may be later in some areas.

☐ FedEx 1Day Freight®
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* Call for Confirmation.

* Declared value limit \$500

5 Packaging

☒ FedEx Envelope/Letter®☐ FedEx Pak®☐ Other Pkg.Includes FedEx Box, FedEx
Tube, and economy pkg.

6 Special Handling

☐ SATURDAY Delivery
RESTRICTIONS
Available only for FedEx Priority
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to select ZIP codes☐ SUNDAY Delivery
RESTRICTIONS
Available only for FedEx Priority
Overnight to select ZIP codes☐ HOLD Weekday
at FedEx Location
RESTRICTIONS
Not available with
FedEx First Overnight☐ HOLD Saturday
at FedEx Location
RESTRICTIONS
Available only for FedEx Priority
Overnight and FedEx 2Day
to select locations

Does this shipment contain dangerous goods?

☒ No ☐ Yes
One box must be checked.
As per attached
Shipper's Declaration☐ Yes
Shipper's Declaration
not required☐ Dry Ice
Dry Ice, 9, UN 1845

Dangerous Goods cannot be shipped in FedEx packaging.

☐ Cargo Aircraft Only

7 Payment Bill to:

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☒ Sender
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1 will be billed.☐ Recipient☐ Third Party☐ Credit Card☐ Cash/CheckFedEx Acct. No.
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Date

Total Packages

Total Weight

Total Declared Value*

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*Your liability is limited to \$500 unless you declare a higher value. See back for details.

8 Release Signature

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature
and agree to indemnify and hold us harmless from any resulting claims.

402

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WEBB ZIESENHEIM LOGSDON ORKIN & HANSON, P.C.

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PITTSBURGH, PA 15219-1818

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PATENT AGENTS

J. MATTHEW PRITCHARD
GARY F. MATZ

April 25, 2001

VIA FedEx

Dane A. Shrallow
Associate General Counsel
Progressive Insurance Company
Law Department
300 North Commons Blvd., OH-F11
Mayfield Village, OH 44143

Re: Proposed Patent Application entitled "Method of
Processing Vehicle Damage Claims"
Our File: 010581

Dear Dane:

[REDACTED] enclosed please find a proposed patent application and informal drawings directed to the "Method of Processing Vehicle Damage Claims" invention. Please review the enclosed application and informal drawings and have the inventor do the same. [REDACTED]

[REDACTED] In several locations in the application we request your input to clarify certain aspects of the invention. Feel free to make your changes directly on the application. If you or the inventor would like to review an electronic version of the application, please so advise and we will send you a version via e-mail.

[REDACTED]

We look forward to receiving your comments and suggestions on the enclosed proposed application and informal drawings. Please call with any questions or concerns. After we receive your comments and suggestions we will finalize the Application and send you a final

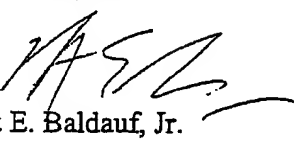
Dane A. Shallow

-2-

April 25, 2001

version for the inventor to sign. At that time, we will also require a check for the governmental filing fees.

Very truly yours,


Kent E. Baldauf, Jr.

KEBjr/CES/mnd
Enclosures

PROGRESSIVE

Law Department

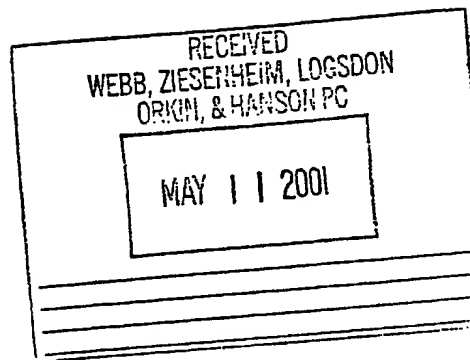
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Telephone: 440 395-1111

Facsimile: 440 395-0280

progressive.com

May 10, 2001



Kent E. Baldauf, Jr.
Webb Ziesenheim Logsdon Orkin & Hanson, P.C.
700 Koppers Building
43 Seventh Avenue
Pittsburgh, PA 15219-1818

Via Federal Express

RE: Proposed Patent Application entitled "Method of Processing Vehicle
Damage Claims"
Your File: 010581

Dear Kent:

I have reviewed the first draft of the patent application with Steve Gellen, who manages the Concierge process, and Chuck Jarrett. Steve is one of three inventors with respect to the subject invention. The names and business addresses of the several investors are as follows:

Steven Gellen
6055 Parkland Blvd.
Mayfield Hts., OH 44124

Brian J. Passell
6055 Parkland Blvd.
Mayfield Hts., OH 44124

Glenn M. Renwick
6300 Wilson Mills Road
Mayfield Village, OH 44143

We will provide home addresses shortly.

[REDACTED]

[REDACTED]

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May 31, 2001

Via Federal Express

Dane Shrallow, Esq.
Associate General Counsel
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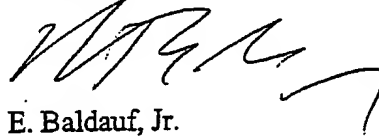
COPY

Re: Proposed Patent Application entitled "Method of
Processing Vehicle Damage Claims"
Our File: 010581

Dear Dane:

Enclosed for your review are (1) a copy of the revised patent application and (2) a copy of a "red-line" version of the revised patent application.

Very truly yours,

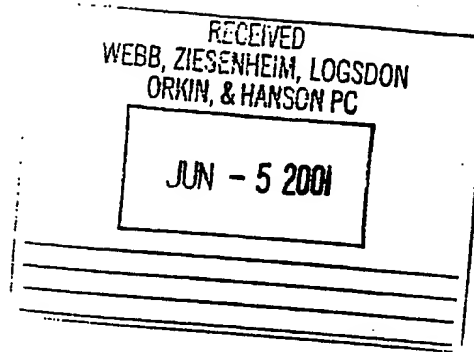


Kent E. Baldauf, Jr.

KEBjr/mnd
Enclosures

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June 4, 2001



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Via Federal Express

RE: Proposed Patent Application entitled "Method of
Processing Vehicle Damage Claims"
Your File: 010581

Dear Kent:

Enclosed is the Declaration and Power of Attorney, which have been duly signed by the three inventors. As we discussed, the instrument needs to be revised to reflect the fact that Mr. Renwick is not a U.S. citizen. Please finalize and file the Patent Application as soon as possible.

Very truly yours,

Dane A. Shrallow
Associate General Counsel